

# Northern Rockies Interagency Cache Policy

## Incident Ordering

2013

### General Policy

Resource orders in the Northern Rockies Area will be executed as prescribed by the National Mobilization Guide, amended in the Northern Rockies Mobilization Guide, and subject to Interagency Business Management Handbook and Northern Rockies Cache Management Plan direction.

***Where there are exceptions noted, cache management has the discretion to modify these procedures*** under mitigating circumstances with the objective to provide efficient, cost effective service.

### Service Areas

The Northern Rockies Geographic Area is segmented into three general service areas.

- Coeur d'Alene Cache services all land under the jurisdiction and/or protection of the Idaho Department of Lands, all land under the jurisdiction and/or protection of the USFS Idaho Panhandle Forest as well as all other Federal and tribal land in northern Idaho, southward to the Clearwater River and Craig Mountain Supervisory Area, including North Fork Clearwater and St. Joe drainages.
- Billings Cache services all Federal, State and Tribal land east of a north-south line generally drawn along the Boulder River, through Big Timber, Fort Benton and Havre to the Canadian border.
- Northern Rockies Cache (Missoula) services all other lands and all other Incidents over and above the sustainable capacity for the other two Caches.
- The Caches are parties to additional agreements requiring services not specified above. Contact the servicing Cache for applicable details.

### Direct Incident-to-Cache Ordering

#### 1. Requirements

- a. The servicing Cache verifies the capacity and permits direct ordering.
- b. The Agency Administrator and the servicing Cache manager agree to conduct the procedure.
- c. **Type 1, Type 2 and Type 3 Incidents** with qualified Incident Management Teams only.
  - 1) Fully qualified Supply Unit Leader and/or Ordering Manager are on the team.
  - 2) Fully qualified Logistics Section Chief on a Type 3 team.
- d. Ordering personnel fully comprehend the NFES catalog and supply ordering protocols.

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- e. Direct and persistent communication is available between the Cache and Incident.
- f. Initial order is placed via the servicing Dispatch Center.

### 2. **Termination**

The Supply Management Officer or Cache Manager may terminate Direct Cache Ordering from an Incident and transfer the responsibility to the servicing Dispatch Center if negotiation with Agency Administrators and Incident Commanders fail to resolve any or all of the following conditions:

- a. Communication has broken down or is not continually maintained.
- b. Ordering skills and knowledge on the Incident are inadequate to maintain an efficient and effective supply ordering process.
- c. The total order volume from a dispatch zone overwhelms the Cache's ability to process individual Incident orders.

### 3. **At the initial Incident briefing**, the Agency Administrator will clarify the ordering procedures for the Incident Management Team, including:

- a. **Identity, location, phone and fax numbers and contact personnel of:**
  - 1) Dispatch Center (expanded dispatch operations may have several phone numbers)
  - 2) Servicing Interagency Support Cache.
  - 3) Buying Team (if established).
  - 4) Agency contacts available to clarify ordering procedures as needed.
  - 5) Area Command Team (if established).
- b. **Agreement whether the team is authorized to order directly to the servicing Cache.**
- c. **Choice of ordering method: ROSS or Fax.**
- d. The **assigned time window for placing supply orders** with the Cache, Dispatch Center or buying team, if established.
- e. **Assignment and tracking of request numbers.**
  - 1) It is recommended that Cache orders, local purchases and buying team orders have separate and distinct blocks of request numbers to facilitate management, control and tracking.
  - 2) **Ordering via ROSS:** Request numbers are automatically generated.
  - 3) **Ordering via ICBS-R:** Request numbers are not automatically generated and must range S-100000 through S-199999.

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- 4) It is recommended that the Incident or Dispatch Center keep the master list of all request numbers and closely coordinate with the Cache and Buying Team.
- f. **Operational hours** for Dispatch Center, Cache and Buying Team.
- g. **Expected average lag time** between order and receipt of supply shipments.
- h. **Procedure for reconciling orders.**
- i. **Documentation** requirements.
- j. How **local purchases** will be handled (Buying Team, Dispatch Center, Cache, local office).
- k. Copy of this procedural document.

### Cache Ordering via Dispatch Centers

Initial attack incidents, extended initial attack incidents and incidents not meeting the direct ordering requirements will submit their orders via the servicing Dispatch Center and/or Buying Team.

### Cache Order Procedures

1. **Cache orders will be placed through ROSS or by fax** using the **Supply Resource Order Form** (NFES 2215).
  - a. **ROSS is the system of record for all incidents.** An incident must exist and be active in ROSS prior to processing in the Cache.
  - b. **ROSS is the preferred method** for supply orders **in the Northern Rockies.**
    - 1) Reduces net processing time and data entry errors at the Cache.
    - 2) Greater dependability and timeliness of delivery than fax.
    - 3) Better accuracy and readability than faxed material.
  - c. **If the order is created in ROSS** by the Dispatch Center or at the Incident:
    - 1) The request number will range from 1 to 99999, and is automatically generated.
    - 2) Upon posting ROSS will automatically transmit the order to the ICBS-R database and populate it.
    - 3) **If network or application problems arise** that could impact the transmission of ROSS orders to ICBS-R, contact the Cache immediately so that we can initiate alternative actions while waiting for the order to clear.
  - d. **If the order is created in ICBS-R** at the Cache from a faxed form:

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- 1) A fillable form is available at <http://www.fs.usda.gov/goto/r1/cache> in the Forms section.
  - 2) The ordering unit must assign S-numbers in the range of 100000 to 199999. The Cache application does not automatically generate the request numbers.
  - 3) Follow up the order with a phone call to verify its receipt, in no less than one hour.
2. **Each Incident will have a telephone contact for direct and immediate communication with the Cache.** Communication will be between the ordering person (manager) or Supply Unit Leader and the Cache for the following purposes:
  - a. Clarify orders (description, unit of issue, quantity)
  - b. Notification whether an order can be filled or partially filled.
  - c. Determination whether to forward an order to NICC or another cache.
  - d. Substitutions.
  - e. Status.
  - f. Understanding tactical plans in order to weigh scarce resource decisions.
  - g. Advise the Incident of options when requested items are extraordinary in kind or quantity.
3. Generally, orders to the Cache will be for **NFES items only**.
  - a. These are items regularly stocked by the servicing Cache.
    - 1) Each item description in the catalog displays stocking locations on the line labeled "**Loc**".
    - 2) Billings and Coeur d'Alene generally carry the items listed for NRK.
  - b. Non-NFES items are treated as local purchase.
    - 1) Ordered separately.
    - 2) Routed through buying team or dispatch center.
    - 3) A Cache may have resources to accept local purchase requests. Inquire with the servicing Cache.
4. **The Cache will communicate shipping status directly to the ordering unit.** This will occur when the shipment leaves the Cache or soon thereafter.
5. **The Cache may offer suggestions intended to improve cost or shipping efficiencies.** For example, if quantity of a requested item is one box more or less than a fully wrapped pallet load, the technician may offer the entire pallet.

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6. **Use the official unit of issue recorded in the NFES catalogs.** For example: If you read that the unit of issue is Each (“EA”) and the standard pack (“Std Pk:”) is 10/BX, do not order 1 BX if you need 10 EA.
7. **Pre-structured Orders, Canned Orders and orders for the Mobile Cache Van**
  - a. **Cannot be directly ordered from the Cache** and must be placed through the Dispatch Center controlling the Incident.
  - b. **Will not be accepted after the initial establishment of an Incident.**
  - c. **Mobile Cache Van is not available for issue to Type 3 Incidents** from National Interagency Support Caches.
    - 1) For the Coeur d’Alene service area only: The Cache may have a mobile cache van or a Type 3 module available for its Type 3 teams.
8. The customer should provide resources for the receipt and off-boarding of shipments. Otherwise, drivers may offer assistance within the scope of their skills, abilities and physical limitations.
9. The Cache will not supply any item that is primarily a component of kits, or parts of equipment (e.g. spark plugs). *Exceptions may be allowed in cases of unique or hard-to-get items or remote locations.*
10. Any item that the Cache is unable to fill or pass on to another cache, and is still required by the Incident, will be treated as a local purchase item, which the Incident will place through their buying team.
11. Priority for fill and shipment will generally follow MAC direction, particularly for items in short supply. But the Cache will make every effort equitably distribute scarce resources.

## General Comments

**Success** of Incident ordering is dependent on **Excellent Continual Communication.**

Many situations occur that may complicate the ordering process or cause delay. Remember to communicate with those who can effect change and help the situation.

Individuals may have skill or knowledge levels that need the support of incident management personnel. Unless management is notified of deficiencies, timely change will probably not take place.

Remember to communicate with the Cache if any questions arise regarding orders, issues, returns or related documentation.

**It is not unusual for the Cache to support thirty or more major incident daily.**

Resources become strained forcing the Cache to ration available supplies to ensure everyone gets something.

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**Despite the possibility that orders may not be completely filled, the Cache is always working to replenish its stock.** If an order is short, or cannot be filled, and cannot be supplied locally or via the buying team, reorder the item in the next ordering window.

If a decision is made to purchase locally or via a buying team, be sure the items purchased meet NFES or Cache specifications. Items not meeting specifications cannot be accepted when returned to the Cache. Contact the Cache for guidance.

The Northern Rockies Cache's web site at <http://www.fs.usda.gov/goto/r1/cache> is a key reference point for cache information. You can find forms, catalogs, cache memos, contacts and a variety of other relevant items.

### Other Tools and Resources Available:

NWCG National Fire Equipment System Catalog  
NWCG Interagency Incident Business Management Handbook  
Incident Ordering Checklist  
National Interagency Mobilization Guide  
Northern Rockies Interagency Mobilization Guide  
Northern Rockies Cache Management Plan  
Northern Rockies Cache Annual Operating Plan  
User's Guide to the Coeur d'Alene Cache  
Billings Cache Annual Operating Plan  
Northern Rockies Cache Web Site ([www.fs.usda.gov/goto/r1/cache](http://www.fs.usda.gov/goto/r1/cache))